MEMBERS’ INFORMATION CIRCULAR

MARCH 2015

Contact:
Donna Harris, Democratic Support Officer
E-mail: donna.harris@harrow.gov.uk   Tel:  020 8424 1228
CHIEF EXECUTIVE:

1. Post Office - 147 Greenford Road: Bharti Jethwa 2574
   (Pages 1 - 2)

COMMUNITY, HEALTH AND WELL-BEING:

2. Community, Health and Wellbeing Monthly Briefing - March 2015: Carol Yarde 5660
   (Pages 3 - 4)

ENVIRONMENT AND ENTERPRISE:

   (Pages 5 - 12)

No updates were received this month from the following Directorates:

Children and Families
Resources
Chief Executive
London Borough Of Harrow
Civic Centre
Station Road
HARROW
HA1 2XY

17 March 2015
Dear Sir/Madam

Sudbury Hill Post Office®
147 Greenford Road, Harrow, HA1 3QN

Modernising your Post Office

I'm delighted to tell you that we've decided, with the Postmaster's agreement, to change the above Post Office branch to one of our new main style branches.

This change is part of a major programme of modernisation and investment taking place across the Post Office network, the largest in the history of Post Office Ltd, which will see up to 8,000 branches modernised and additional investment in over 3,000 community and outreach branches. The programme is underpinned by Government investment, with the Government committing £1.34bn in 2010 to maintain and modernise the Post Office network and in November 2013 announcing a further £640m investment in the Post Office network until 2018. Our aim is to create a more modern and convenient retail experience for customers that will include longer opening hours.

What will this mean for customers?

- a newly refurbished branch providing a modern environment for customers
- the same products and services
- longer opening hours
- selected Post Office services will also be available at the retail counter outside main counter times
- improved accessibility

Your new-look Post Office is scheduled to open at the current location on Friday 01 May 2015 at 13:00 - it will need to close for refurbishment on Wednesday 22 April 2015 at 17:30. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. I've included details of other Post Office branches in the area that customers can use during the refurbishment and some useful information about the change.

Posters will now be displayed in branch so customers are aware of the change and leaflets will also be available containing more information.

Getting in touch

I'm happy to answer any questions you may have about the new service. Please email or write to me via our Communication & Consultation team, whose contact details are provided overleaf.

We look forward to welcoming customers to their new main Post Office branch.

Yours faithfully

Keith Long
Keith Long
Area Manager
www.postoffice.co.uk
How to contact us:

✉️ comments@postoffice.co.uk  📞 Customer Helpline: 08457 22 33 44
✉️ FREEPOST Your Comments  📬 Textphone: 08457 22 33 55

www.postoffice.co.uk

Please note this is the full address to use and no further address details are required.

Post Office Ltd can provide information and receive comments (where appropriate) in alternative formats, for example, to assist the visually impaired. To obtain further specific information, please contact the Customer Helpline on 08457 22 33 44.

This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you’d like copies of the Code they are available in branch, or by contacting us or on our website at: www.postoffice.co.uk/transforming-postoffice. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We will examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

### Sudbury Hill Post Office information sheet

<table>
<thead>
<tr>
<th>Post Office opening hours</th>
<th>Current</th>
<th>New</th>
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</thead>
<tbody>
<tr>
<td>Mon</td>
<td>09:00 - 17:30</td>
<td>Mon</td>
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<tr>
<td>Tue</td>
<td>09:00 - 17:30</td>
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<td>Wed</td>
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<tr>
<td>Sat</td>
<td>09:00 - 12:30</td>
<td>Sat</td>
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<tr>
<td>Sun</td>
<td>Closed</td>
<td>Sun</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>New Opening times of Post Office service at retail counter offering selected services</th>
<th>Mon - Fri</th>
<th>Sat</th>
<th>Sun</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>07:00 - 20:00</td>
<td>08:00 - 20:00</td>
<td>09:00 - 15:00</td>
</tr>
</tbody>
</table>

| Serving positions                                                          | There will be three serving positions. These will be a mixture of two screened and one Post Office serving point for use at the retail counter, which is available outside main counter times offering selected services. |

<table>
<thead>
<tr>
<th>Current Post Office branch closes for refurbishment</th>
<th>New style Post Office branch opens</th>
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<tbody>
<tr>
<td>17:30 on Wednesday 22 April 2015</td>
<td>13:00 on Friday 01 May 2015</td>
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<table>
<thead>
<tr>
<th>Other Post Offices branches in the area</th>
</tr>
</thead>
</table>
| Harrow Road Post Office  
791 Harrow Road  
Wembley  
HA0 2LP |
| Greenford Post Office  
257 Oldfield Lane  
Greenford  
UB6 8PX |
Director Community Health and Wellbeing says farewell to Harrow
Paul Najsarek is quoted as saying: “After 12 years as a chief officer at Harrow Council the time is right for a new challenge. During my time here, I have enjoyed working with many inspiring people who make Harrow such a great place. I am very proud to have played a part in making the adult services department one of the best in the country and improving housing provision by building over 2,000 new homes. I am grateful to all members and staff for their support over the years. This was especially important in my time as head of paid service when, with everyone’s efforts, we developed our budget plans and our plan for the regeneration of the borough. I am sad to be leaving Harrow Council and all the great people I have met, but I am excited about the new challenges for the future. I wish everyone at Harrow all the best for the future.”

Deferred Payments Agreement Consultation
When someone moves into permanent residential or nursing care the value of their main home may be taken into account when assessing their financial contributions towards care.

A deferred payment agreement is an arrangement between a person and the council that will enable some people to use the value of their home to pay for their care without having to sell their home immediately.

The council has to set up a deferred payment scheme as a requirement of the Care Act, but some aspects are a matter for the council to decide itself and it is on these matters that the council is seeking views through the Deferred Payment Agreement Consultation.

The consultation closes on 3 April 2015.

No Smoking Day 2015 – March 11th
The council’s Stop Smoking team have been out and about across the borough to promote our services to help people quit. We supported London North West Healthcare Trust promote their re-launched tobacco policy on a stall at the hospital. There was lots of interest from staff, patients and visitors and we were kept busy answering lots of questions and testing people’s carbon monoxide levels. We are hoping to have a regular clinic space in the hospital soon.

Visits to the stall at St George’s shopping centre varied through the week with people queuing up to have their CO monitored on occasions. On the Wednesday, we were pleased to have Celia Shah join us on the stall. Celia is one of our local stop smoking advisors and is also a local TV celebrity, starring alongside her family in Desi Rascals, the UK’s first British Asian reality drama on Sky Living channel.

Other events were held in Wealdstone’s Healthy Living Centre and at the Civic Centre. The new Health Champions were keen to put their new learning about smoking into practice and have been talking to people across Harrow and signposting them to the local services.
Warm Homes, Healthy People
As winter draws to a close, the Warm homes healthy people programme also draws to a close. The advisors will have made visits to around 300 people across Harrow by the end of March. We will be evaluating the programme and will do an update in a future edition of the information circular.

Voluntary and Community Sector Consultation findings published
We consulted with the voluntary and community sector and their service users, to determine how the proposed cuts to funding might affect our residents and to understand how we can work together to mitigate any impacts. The VCS Consultation closed on 20 February 2015 and the results of the survey are available at VCS Consultation findings.

Libraries Consultation findings published
The Libraries Consultation closed on 19 January 2015 and the findings are available online. The draft Harrow Library Strategy 2015-18 was presented to Cabinet on 19 March 2015. The strategy includes the closure of four libraries (Rayners Lane, Bob Lawrence, North Harrow and Hatch End).

Housing Careers website launched: www.harrowhousingcareers.co.uk
The new housing careers website is now up and running, and will be the route to all externally advertised housing posts. It also brings lots of useful info together for internal applicants.

Why a housing specific job site?
- More prominence for housing posts (which tend to get lost in the midst of other council vacancies)
- We need to attract the best candidates to meet our Ambitions (and the market for housing jobs is very competitive)
The round-up from the Environment & Enterprise directorate has the following topics this month:

- Launch of Lowlands Park and Arc House
- Regeneration Strategy Consultation
- Mayor of London’s High Street Fund – £225k investment awarded
- Harrow’s Business Den
- Xcite Job Fair
- Sudbury Hill Public Realm Improvement Scheme – trial holes
- Energy Co-operatives – update
- Bus ‘pinch points’ – £100k committed by TfL
- WEEE event collects half a tonne of old items
- Recycling workshops in Schools
- Recycling events coming up in April
- Energy masterplan

Launch of Lowlands Park and Arc House

In March the Mayor of Harrow presided at the launch of Lowlands Park and Arc House (a new performance space and café). The pavilion, cafe and outdoor performance space and amphitheatre, provide a new cultural venue for the town centre.
This new venue will be able to host music, dance, drama, comedy and cinema screenings to help revitalise Harrow’s image and bring new cultural life to the centre. The café and event space will be managed by Harrow College and GCDA, who will link it to a training programme for local people and students from the college.

When it is not being used for entertainment, the space offers a useful extension to the cafe or a rehearsal and workshop space for local dance or drama groups and bring new cultural life to the centre.

**Regeneration Strategy Consultation**

Consultation has begun on the Council’s Regeneration Strategy, which is now available for comment on the Council’s website. This strategy has the potential to change the landscape of Harrow and Wealdstone town centres, providing thousands of new homes, as well as new schools, parks, transport links and other public facilities. This follows Cabinet’s approval of the Draft Regeneration Strategy in December 2014.

The Draft Regeneration strategy covers the period to 2026 and sets out a programme to tackle three core objectives:

- **Place** – providing the homes, schools and other infrastructure needed to meet the demands of our growing population and business base, with high quality town and district centres that attract business investment and foster community engagement
- **Communities** - Creating new jobs, breaking down barriers to employment, tackling overcrowding and fuel poverty in our homes and working alongside other services to address health and welfare issues
- **Business** - reinforcing our commercial centres, promoting Harrow as an investment location, addressing skills shortages and supporting new business start-ups, developing local supply chains through procurement.

The next step in delivering the proposals outlined in the strategy is for the Council to consider views from local stakeholders about the ambitions and proposals within the
strategy. A wide range of local business and community groups will be consulted in the coming weeks and there will be an initial resident engagement event on April 1st.

**Mayor of London’s High Street Fund – £225k investment awarded**

In March E&E were notified that our application for money to the Mayor of London’s High Street Fund for Station Road was successful. This will bring £225k GLA Investment into Station Road, a strategically important route connecting Wealdstone District centre and Harrow Town Centre.

The funding will support the Revitalization of Station Road as vibrant local high street and shopping/dining destination with its own identity. This includes: shop front & public realm improvements; setting up a traders association; and events.

**Harrow’s Business Den**

Small companies and entrepreneurs enjoyed an evening of networking and competition at a lively Council – run event designed to bring local firms and sole traders together.

The centrepiece of the second Harrow’s Business Den, held on Wednesday, March 18th, was a business contest for four start-ups to pitch to a panel of judges in the style of the BBC show Dragons’ Den.

Judges chose Donna Williams’ **A Slice of Nice Cake** concept of baking with training for young people as the winner and she won a package of business support - including mentoring, testing the business idea in a trading environment, free business training courses and free publicity.

One person tweeted “Great even tonight... met some interesting people and a well-deserved winner too.”

The evening proved to be a great opportunity for over 120 businesses to network with each other, meet and share ideas and see what Harrow Council is doing for business.
Xcite Job Fair
A busy programme of events has been arranged for the Xcite Job Fair on March 25th. This popular job fair features local employers, training providers, and a wealth of advice on career development, preparing CV’s, and training / apprenticeship opportunities.

**Key features:**
- Wilko’s, Forever Living (care providers), Avon, Safe Style, Mary Kay, GKR Karate – live vacancies
- How to access Skills funding presentations in the Council Chamber.
- CV surgery
- Apprenticeship & Traineeship sign posting
- Job Centre Plus - advice
- Training providers Pitmans, Skills Training UK, Learn Direct, Harrow & Stanmore Colleges, Citizens Trust - latest programmes on offer
- Xcite Employment Support 1-2-1 advice, access career development guidance

Sudbury Hill Public Realm Improvement Scheme – trial holes
Following the £500k of funding for 2015/16 awarded in the joint scheme with LB Ealing for a high street public realm improvement scheme to enhance the present streetscape around Greenford Road in Sudbury Hill, trial holes will be dug in the next 2 weeks, to check the suitability of the ground for any works.
When this stage has been completed, Members will be invited to a final consultation on the scheme before implementation.

Energy Co-operatives - update
The three initial sites identified have been examined in more detail in the feasibility study; none of them proved suitable. Five more sites have been identified, and are being looked at in more detail.

For more information about this work, please contact Hanif Islam (hanif.islam@harrow.gov.uk)
Bus ‘pinch points’
£100,000 has been committed by TfL towards conducting feasibility studies into traffic pinch points, causing congestion to bus routes.

There is an additional £500,000 - £1m available for implementation of schemes to resolve pinch points. This would be over and above LIP funding.

For more information about this work, please contact Hanif Islam (hanif.islam@harrow.gov.uk)

WEEE Event collects half a tonne

The WEEE (Waste Electronic and Electrical Equipment) event at Hatch End library on 12th March 2015, was very successful. We were accompanied by West London Waste who helped with the event and provided the display items and banners.

Throughout the day, we informed and educated residents about the proper recycling of electric and electronic items as well as answered their enquiries and collecting their unwanted pieces.

Overall the WEEE event was a tremendous success as altogether we have collected 346 items of WEEE totalling in 580kgs in one day which was a great success, and amounted to 160kgs more in total weight than the previous WEEE event held at Harrow Civic Centre.
Recycling workshops in Schools

The recycling officers carried out recycling workshops at Heathland Primary school and Newton Farm Infant and Nursery school at the end of February. The workshops reached approximately 700 students.

Topics included the definition of recycling, along with information on the 3 bin system in Harrow. We explained what goes into each bin and the implications of putting the incorrect waste into the bins. We also explained the implication of sending general waste to landfill for the environment.

We also covered the meaning of the 3 R’s in recycling – Reduce, Reuse and Recycle. Recycling officers also provided interesting facts regarding recycling and the environment and the benefits of recycling.

Throughout the workshops we also provided recycling related activities such as quizzes, word searches, dot to dot, crosswords, slim your bin and mazes which educated the students on how important it is to recycle.

We got great feedback from the students and staff. Overall it was a great success and the students received some recycled stationary as a good will gesture.

Recycling events coming up in April

A rolling programme of recycling events has been organised by our dedicated team of recycling officers. During these events they promote recycling, offer advice, and answer any recycling related questions raised. Kitchen caddies are also distributed.
Six events have been held in March, and three more have been planned for April:

17th April 2015 - Recycling Awareness Day - St. Teresa’s Catholic Primary School
Long Elmes, Harrow

20th April 2015 - Recycling Awareness Day - Elmgrove Primary School, Kenmore Avenue, Harrow (9am to 3pm)

30th April 2015 - Recycling Awareness Day - St George’s catholic School, Sudbury Lane, Harrow (9am to 3:30pm)

**Energy Masterplan**

The Council is initiating work on an Energy Masterplan for the Heart of Harrow Opportunity Area and the Grange Farm estate. The objectives of the energy masterplan are to:

- Determine the scale and extent of viable district heating opportunities within the Harrow and Wealdstone Area Action Plan/Opportunity Area and in the Grange Farm estate regeneration area

- Determine the outline economic case and the carbon saving potential for the identified opportunities

- Establish an implementation plan to deliver the vision for heat networks, identify the key development risks and set out the next steps for key stakeholders including the Local Authority.

This work is largely funded through grants recently secured from the Department of Energy and Climate Change (Heat Networks Delivery Unit) and the GLA.
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